

## Return Product Policy

### 1. Eligibility for Returns

- Products must be returned within 15 days of the delivery date.
- Only products in their original, unopened packaging and in resalable condition are eligible for return.
- Custom orders, special orders, and clearance items are not eligible for return.

### 2. Return Process

- Contact our customer service team at wholesale@thetilehq.com.au to initiate a return.
- Provide your order number, the product(s) you wish to return, and the reason for the return.
- Our team will provide you with a Return Authorization Number (RAN) and instructions on how to return the product.

### 3. Shipping and Handling

- Customers are responsible for all return shipping costs.
- We recommend using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.

### 4. Inspection and Restocking Fee

- All returned products will be inspected upon receipt.
- A restocking fee of 15% of the product price will be deducted from your refund.
- If the product is not in resalable condition, we reserve the right to refuse the return or charge an additional fee.

### 5. Refunds

- Once your return is received and inspected, we will send you an email to notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 10 business days.

### 6. Damaged or Defective Products

- If you receive a damaged or defective product, please contact our customer service team within 5 business days of delivery.
- We will arrange for a replacement or refund at no additional cost to you.

### 7. Contact Information

- For any questions or concerns regarding returns, please contact our customer service team at wholesale@thetilehq.com.au

*"Every relationship faces challenges, but it's important to remember that these tough times can strengthen your bond if you face them together with understanding and patience"*

Thank you for your support on those challenging times

The Tile HQ Team

